



ADULT COMMUNITY SERVICES

SUPPORT WORKER - RAPID RESPONSE TEAM

BAND 3

JOB DESCRIPTION

JOB SUMMARY:

Rapid Response is a Community based team covering 7 days/week between the hours of 08.30 – 20.30. The Rapid response team supports people in a health or social care crisis in their own homes to prevent avoidable admissions.

The post holder will:

- Work within the multi-disciplinary team whose aim is to prevent avoidable emergency admissions to Hospital and Nursing Homes.
- Work in the home environment without direct supervision, with patients who have been assessed as medically stable to remain at home.
- Support patients and their Carer's in crisis.
- Assist with Therapy and Mobility Programmes.
- Promote independence to enable return to previous function.
- Demonstrate skills to new or less experienced members of staff and participate in induction and orientation programmes.
- Have the ability to be flexible and adapt to different routines and procedures in the home environment.
- Undertake induction/orientation programme to Community Team with additional sections specific to Rapid Response Duties.
- Range of conditions will include falls, fractures, patients with terminal illness, exacerbation of chronic conditions and persons with permanent disability who require rapid access to support.

RELATIONSHIPS:

The post holder will report to the Rapid Response Team Co-ordinator, be responsible to the Rapid Response and Reablement Manager and accountable to the Service Manager for Community Health and Wellbeing.

MAIN DUTIES AND RESPONSIBILITIES:

- Be multi-tasked and demonstrate the ability to work with adults who have a wide range of conditions and requirements.
- Deliver planned care as defined by the Rapid Response Team Co-ordinator or Deputy for Rapid Response Team.
- Provide Health and Social Care. Duties will include assisting and supporting Patients with personal care, dressing/undressing including appliances and prosthesis, toileting, continence management, preparation of meals.
- Assist with the safe administration of medication.
- Assist patients in the rehabilitative process as planned by the Physiotherapist and or Occupational Therapist.
- Demonstrate safe handling and care of mechanical aids and other mobilising and therapy equipment used by patients when providing health and social care programmes as devised by qualified nurse, Physiotherapist and/or Occupational Therapist.
- Take personal responsibility in the safe use of personal protective clothing/equipment and demonstrate safe disposal/cleaning as Health and Social Care Policy.
- Follow safe moving and handling policies, procedures and guidelines.
- Follow Infection Control Policies, procedures and guidelines appropriate to the role.
- Receive continuing updates and training with the appropriate Rapid Response Team professional.
- Undertake additional training and updates in community and hospital environments.
- Be able to work within clear guidelines without constant supervision.
- Follow and record accurately, Progress Plans and Care/Treatment Given Plan and maintain records using TRAK Care system.
- Report any variance in care/treatment provided to Senior Nurse on Duty.
- Be conversant with Health and Social Care policies and procedures appropriate to role.
- Participate in collection of information for audit purposes.

GENERAL FUNCTION

- To maintain confidentiality of patients regarding patients, families, and friends at all times.

- Be conversant with Health and Social Care Health and Safety and Infection Control Policies.
- Attend mandatory skills, training and updates in Moving and Handling of patients, Fire Safety, and Cardio and Pulmonary Resuscitation and related activities.

WORKING ENVIRONMENT

- Based with a Community Team with priority for Rapid Response Team duties.
- Undertake duties alone, or with another member of the Rapid Response Team or as appropriate.
- Work in rotation on 7 day/12 hr basis. Early and late shifts.
- Be available for stand-by for one of these shifts for duties and at weekends/Bank holidays as appropriate.
- Be provided with a mobile phone for use while undertaking duties.
- Participate in team meetings as arranged by Care Co-ordinator or Senior Nurse.
- Take responsibility for maintaining personal records.
- Take responsibility for forwarding mileage claims.

KEY CRITERIA:

ESSENTIAL

1. Good communication skills, both written and verbal.
2. Ability to work as part of a team and independently.
3. Evidence of care delivery in a health or social care setting.
4. Current and valid driving licence.
5. Willingness to undertake the Care Certificate training within the first six months of appointment.

DESIRABLE

6. Keyboard Skills (training can be provided).
7. Willingness to undertake VQ Level 3.